Class Code   4919/Exempt
Position Title   Program Manager
Working Area   Information Services, NASA Team
Effective Date   10/01/03

SEMINOLE COUNTY
FLORIDA'S NATURAL CHOICE

JOB DESCRIPTION

Scope

Manage all technical work establishing computer networks, defining computer system requirements, server and storage operations and associated upgrades/maintenance of attached peripherals. Coordinate with Customer Service Team to promote reliable and timely completion of customer requests.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Analyze and interpret all information concerning computer operations. Manage technical projects including changes in projects and design to monitoring and tracking. Modify server parameters. Perform ongoing performance monitoring and capacity planning for all servers and network components. Coordinate with Security Consultant to provide firewall maintenance, act proactively to prevent security breaches, and react to minimize any incidents. Coordinate with the Leasing Coordinator to for a technology refresh of all network/server components. Provide technical assistance to Leasing Coordinator to provide constant improvements in the level of service provided. Track service calls of technical team, assign work priorities to staff, and maintain records of all work done on County owned computer equipment. Coordinate computer maintenance with service vendor. Recommend all hardware/software equipment and peripherals. Specify all software and hardware for all servers for all County Departments. Coordinate all computer hardware and software installations for all County Departments. Maintain inventory of all computer hardware and software. Initiate, review, and recommend, for approval by the division manager, computer system upgrades and enhancements. Determine computer needs and general work environments of departments. Maintain personal computer inventory to determine countywide computer system standards. Provide technical and professional support and guidance to subordinate personnel. Develop, implement, and assist with projects. Initiate and effectively recommend to the Division Manager, for final approval by the Department Director, hiring, termination, performance evaluations, disciplinary and/or commendatory actions for all assigned personnel. Perform hardware and software diagnostics to determine source of problems and coordinate resolution of computer and telephone problems. Assist Division Manager with budget preparation. Perform other duties as assigned or as may be necessary.

Minimum Qualifications

Knowledge and Skills

Extensive knowledge of computer system design, analysis, operating systems, security, communications, and operations of medium and large scale systems. Considerable working knowledge of governmental administration and management. Knowledge of interactive processing environments. Knowledge of the development, installation and functions associated with local area networks and Metropolitan Area Networks. Considerable knowledge of diagnostic procedures for problem resolution in a computer system environment.

Ability to recognize, evaluate, diagnose and correct system operating problems, and network operating problems. Ability to establish and maintain effective working relationships with all end users and other Seminole County agencies. Ability to communicate effectively both orally and in writing.

Education

Bachelor's Degree in Computer Science and three (3) years' experience in computer systems analysis and design including two (2) year experience in designing Local Area Networks and program analysis. Prefer experience with AS/400 systems, Novell Networks and the design and development of network systems. Prefer a Novell Certified Network Engineer Certification, (CNE).
A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is generally an office setting with some fieldwork. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment. Some duties performed will require lifting objects weighing approximately 25 pounds.